



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



SERVICE PROVIDER
Tender No. WO-37/2021-2022/698

CYRIX[®]

HEALTH CARE PVT LTD

No : 1001714

ISO 13485 : 2012 & ISO 9001-2008 CERTIFIED COMPANY | AERB Approved Service Agency

Service Report

30/64 1 B, Petta Junction, Poonithura, Kochi- 682 038, Kerala
Ph : 98472 99500 Website : www.cyrix.com | Email : bemp.kl@cyrix.in

Health Facility..... G.H.....
Address..... Kanjirappally.....
..... Koblayan.....
Ph: 9144142462.....

Call Registration Date : 13-04-24
Caller ID : 106191
Date of Visit : 16-04-24
Asset No : 0513376
EQPT Name : Biochemistry
Manufacture: Tokyo Model: Bio.115.24i
S. No. 230398111.0 Dept: lab

Service Classification : Breakdown call PMS Calibration Cust. Training

Problem Identified : NOT working

Action Taken : Checked and found that problem with
SCPU PCB, Stepping motor Assy with Encoded +
connector + head, Slipping Assy with connector,
MCPU PCB, LAMP PCB.
Enabled the spare with OEM

Completed Date : 16-04-24 Time : 10:00 Spare Required

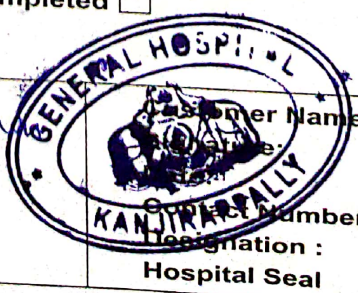
Spare Replaced Requested

1.	Description	Qty.	Part Number	PR Number
2.				
3.				

Cyrix Engineer Ajmal Shajahan Date 16/4/24 Start Time 10:00 End Time 12:00

Customer Remark Completed Pending

Service Engineer Name : Ajmal Shajahan
Signature: [Signature]
Date: 16/4/24
Contact Number: 9491215618



Customer Name : Sudha
Sharma
Date: 16/4/2024
Number: 944142462
Designation : Senior Lab technician

PROFORMA

RECOMMENDATION FOR BEYOND ECONOMIC REPAIR (RBER)
BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAM (BEMP)

Name of Hospital : GH KANJIRAPALLY	Name of District: KOTTAYAM
Name of Equipment: Biochemistry Analyzer	Equipment ID & Barcode: 106191 & 0513376
Make: Tokyo BOEKI Medical System	Model: BIOLIS-24 i PREMIUM
Serial Number: 2303981110	Warranty details: No Warranty
Date of purchase/ Year of manufacture/ Installation Date: 03-03-2011 17/5/2011	Present status of the equipment: Fully Damaged
Date of breakdown: 13/04/2024 (Date of registration of complaint through email/ Toll free)	*AMC/ CAMC Period agreed at the time of purchase: No AMC/ CMC
Action taken: Checked and find out the problem with SCPU PCB FAABIO-24i/20-21-0352, Stepping Motor Assy With Encoder + Connector + Gear, RCT FAABIO-24i/20-07-0122, Slip Ring Assy With Connector, RGT FAABIO-24i/20-06-0108, MCPU PCB FAABIO-24i/20-21-0351, LAMPDC PCB FAABIO-24i/20-21-0356. enquired the spare with OEM	
Recommendations for repair (required service details): Not recommending for repair.	

Cost of spares (specify parts and cost): SCPU PCB FAABIO-24i/20-21-0352= RS 499,120.00
 Stepping Motor Assy With Encoder + Connector + Gear, RCT FAABIO-24i/20-07-0122=RS 151,580.00
 Slip Ring Assy With Connector, RGT FAABIO-24i/20-06-0108=RS 146,710.00
 MCPU PCB FAABIO-24i/20-21-0351=RS 417,920.00
 LAMPDC PCB FAABIO-24i/20-21-0356=RS 152,665.00
 TOTAL= RS 16,14,234.00


Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value: 149.117% Asset Value: 10,82 525.00/-

Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not):
 Cyrix service report and vendor quotation attached.

Reasons for recommending the equipment as RBER: Checked and find out the problem with CPU PCB FAABIO-24i/20-21-0352, Stepping Motor Assy With Encoder + Connector + Gear, RCT FAABIO-24i/20-07-0122, Slip Ring Assy With Connector, RGT FAABIO-24i/20-06-0108, MCPU PCB FAABIO-24i/20-21-0351, LAMPDC PCB FAABIO-24i/20-21-0356 .Machine installed in 03/03/2011 and covered up to 13+ years. The repairing cost 149.11%. Both criteria met .So recommended the machine for condemnation as per the tender clause 5.3.41.1

Almal Shajahan
 26/10/2024
 Name & Signature of CYRIX Authority with date

Remarks of Junior Consultant (Biomedical) NHM: Asset value 10,82,525 Life period 13 years (approx - Installation Date 17/5/2011) cost of spare -149.117%. Rs 16,14,234 - The machine has to have frequent complaints and the repairing cost is above asset value (OEM)

Recommended for BER (Yes/ No): <i>Yes</i>	 CONSULTANT BIOMEDICAL ENGINEER NATIONAL HEALTH SERVICE KOTTAYAM Signature of JC BM (NHM)
Date: <i>22/11/24</i>	
Date: <i>[Signature]</i>	Signature of Superintendent /
Medical Officer (i/c)	

[Signature]
 GENERAL HOSPITAL
 KANJIRAPPALLY

Fully Auto Biochemistry Analyser (Biolis Qui)
(Kisoloka - 0679) Model - Biolis Qui

15/2017

Equipment code - 19 B - 6 project ES 10 - 11

(Stock Register of Instruments General Store page no: 279)

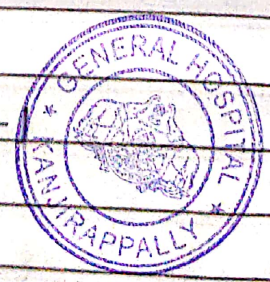
warranty - 3 yrs. KMCI purchase Code No: 73/2011/49

Accessories List - (23 items)

dt - 3.3.2011.

- ① Operating Manual - 1
- ② Printer roll - 2
- ③ Computer Pentium 4 with TFT Monitor 1
- ④ Reagent bottle - 25 ml 36 Items @ cap - 1 set
- ⑤ Reagent bottle 13 ml 36 Items @ cap 1 set.
- ⑥ Sample cups - 10,000 Nos.
- ⑦ Reagent tray 36 Items - 1
- ⑧ Calibrator tray 1
- ⑨ Power chord 1
- ⑩ Sample tray 2
- 11 Alkaline washing solution (500ml) - 1
- 12 Acid washing solution (500ml) - 1
- 13 Refrigerator 1 ✓ (Kisoloka - 3737)
- 14 UPS with battery - 1 ✓ (Kisoloka - 0686)
- 15 Printer Dot Matrix.
- 16 Pipette (5-50ul) (Kisoloka - 3739)
- 17 Pipette (100-1000ul)
- 18 Cabinet stand - 1
- 19 Stabiliser - 1
- 20 Reservoir can (D. 120) -
- 21 Water supply can. - 1
- 22 Waste can. - 1
- 23 Water plant - 1

KMSCL rate
Rs. 10,82,525



[Signature]
RMO
GENERAL HOSPITAL
KANJIRAPPALLY

[Signature]
SVDHA.M.V.

Kisoloka code 0679

CAME upto April 2017.



09-09-2024

ADL/BO/MS/SP/2024-25/0112

To,
Taluk Head Quarters Hospital

Subject: Rate Offer Letter for Spare(S) & Consumable(S) of BIOLIS 24I PREMIUM

Dear Sir,

We are happy to note that you are interested for Spare(S) & Consumable(S) of **BIOLIS 24I PREMIUM** (SN: 2303991110) as per the attached ANNEXURE – A. We refer to your discussion regarding the products marketed and serviced by Agappe Diagnostics Ltd and we hereby submit formal offer for Spare(S) & Consumable(S) of **BIOLIS 24I PREMIUM**. We are pleased to introduce ourselves as one of the leading Diagnostics Manufacturers in India with a formidable domestic presence. After its inception in 1995, our Company has grown steadily over last 25 years and today Agappe is a significant player in the Indian Diagnostic Industry with pan-India presence. We have a Pan India operation with a reach to more than 25,000 customers through our 300 well-qualified and trained man power. We have an efficient network of more than 400 loyal distributors across India.

Certification: Ours is an ISO 9001:2015, ISO 13485: 2016 and ICMED certified Company. We conform to GLP standards and have an FDA approved WHO-GMP manufacturing facility. We have CE certified products. We have NGSP certification for HbA1c.

AGAPPE DIAGNOSTICS LTD. ISO 9001:2015 | EN ISO 13485:2016 CERTIFIED COMPANY | CIN : U24239MH1998PLC115413

CORPORATE OFFICE / REAGENT PLANT
Agappe Hills, Pattimattom (PO), Dist. Ernakulam, Kerala - 683 562, India.
Tel: +91 484 286 7000 | Email: agappe@agappe.in

EQUIPMENT PLANT
X/588-CB, Block No. 32, KINFRA Small Industrial Park,
Nellad, Cochin, Kerala, India - 686 721. Tel: +91 484 276 7477.

KOLKATA OFFICE
406, Merlin Matrix, Plot No-10, Block-DN, Sector V,
Salt Lake City, Kolkata - 700 091.
Tel: +91 33 4003 0451 | Email: kolkatoffice@agappe.in

MUMBAI (REGISTERED OFFICE)
401 & 402, 4th Floor, Jaisingh Business Centre, 119,
Sahar Road, Parsiwada, Andheri (East), Mumbai - 400 099, India.
Tel: +91 22 4300 8000 | Email: mumbaioffice@agappe.in

DELHI OFFICE
DSM 540, 5th Floor, DLF Tower, Shivaji Marg,
New Delhi - 110 015, India.
Tel: +91 11 4558 8416 | Email: delhioffice@agappe.in

BANGALORE OFFICE
5-6, 11th Floor, Red Cross Bhavan, No:26 Race Course Road,
Bangalore - 560 001. Tel: +91 80 2228 8288
Email: bangaloreoffice@agappe.in

YOUR BEST PARTNER IN DIAGNOSTICS





Medical Equipment: We entered the Medical equipment sector about twenty years back and since then there has been no looking back for we are now counted as one of the fastest growing equipment manufacturing and trading company in India for Semi Automated Clinical Chemistry Analyzer, Blood Cell Counter & Fully Automated Chemistry Analyzer. We have the exclusive marketing tie-up with leading companies such as CANON MEDICAL SYSTEM CORPORATION - Japan, TOKYO BOEKI - Japan, i-SENS Inc - Korea, LABITECK – Germany, BIT – Germany, MINDRAY - PRC to market their finest products.

We confirm that we have qualified and experienced service engineers, product specialist and the backing of the ever- reliable sales team of Agappe to bank on. With the efficient team of sales and service personnel, we offer a mixture of a world-class product and good service back up. Trust our offer meets your requirements and we look forward to your valued order. Should you require any additional information and/or clarification, please do not hesitate to contact us.

Attached please find our detailed ANNEXURE – A for Spare(S) & Consumable(S) of **BIOLIS 241 PREMIUM**.

Assuring you of our best attention at all times,

Yours Sincerely,

For AGAPPE DIAGNOSTICS LTD.



Mishal Abe Varghese- HEAD-MC

AGAPPE DIAGNOSTICS LTD.

ISO 9001:2015 | EN ISO 13485:2016 CERTIFIED COMPANY | CIN : U24239MH1998PLC115413

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EQUIPMENT PLANT
X/588-CB, Block No. 32, KINFRA Small Industrial Park, Nellore, Cochin, Kerala, India - 686 721. Tel: +91 484 276 7477.

DELHI OFFICE
DSM 540, 5th Floor, DLF Tower, Shivaji Marg, New Delhi - 110 015, India.
Tel: +91 11 4558 8416 | Email: delhioffice@agappe.in

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BANGALORE OFFICE
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Email: bangaloreoffice@agappe.in



ADL/BO/MS/SP/2024-25/0112

09-09-2024

To,
Taluk Head Quarters HospitalANNEXURE – A

Code	Description	Quantity	Special Price
72061106	SCPU PCB FAABIO-24i/20-21-0352	1	Rs. 499,120.00
72061119	Stepping Motor Assy With Encoder + Connector + Gear, RCT FAABIO-24i/20-07-0122	1	Rs. 151,580.00
72061108	Slip Ring Assy With Connector, RGT FAABIO-24i/20-06-0100	1	Rs.146,710.00
72061069	MCPU PCB FAABIO-24i/20-21-0351	1	Rs. 417,920.00
72061052	LAMPDC PCB FAABIO-24i/20-21-0356	1	Rs. 152,665.00
18% GST			Rs.2,46,239.00
Total Amount – Sixteen Lakh Fourteen thousand two Hundred and thirty four Rupees(Inclusive of all taxes)			Rs.16,14,234.00
Subject to attached Terms and Conditions			

Trust our offer meets your requirements and we look forward to your valued order. Should you require any additional information and/or clarification, please do not hesitate to contact us.

For AGAPPE DIAGNOSTICS LTD.



Mishal Abe Varghese- HEAD-MC

AGAPPE DIAGNOSTICS LTD.

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Bangalore - 560 001. Tel: +91 80 2226 8288
Email: bangaloreoffice@agappe.in





Arun GC <arungcyrix@gmail.com>

Service Support-Fully Biochemistry analyzer -#106191-0513376-GH Kanjirapally

4 messages

Arun GC <arungcyrix@gmail.com>

Mon, May 20, 2024 at 4:59 PM

To: ctsdesk <customersupport@agappe.in>

Cc: shon.varghese@agappe.in, arjun u <arjunucyrix@gmail.com>, Abijith A <abijithacyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>

Sir/Madam,

Kindly request you to arrange one time service support of Tokyo Boeki Medixal Systems Biolis 24i Fully Auto Biochemistry Analyzer at Gh Kanjirapally.

Kindly inform us before going to attend the complaint, one of our engineers will coordinate with you.

Call details

Ticket id:106191

Barcode:0513376

Complaint date:13/04/2024

Make: Tokyo Boeki Medical System

Model: Biolis 24i Premium

Sn: 2303981110

Kindly do the needful

Arun G C

District Incharge

KLBEMMP, Kottayam,

Cyrix Health Care.

ctsdesk <customersupport@agappe.in>

Mon, May 20, 2024 at 5:38 PM

To: unnikrishnan.r@agappe.in, dil.sabu@agappe.in

Cc: abijithacyrix@gmail.com, zm1.klbemp@cyrix.in, shon.varghese@agappe.in, arjunucyrix@gmail.com, arungcyrix@gmail.com, edison.joy@agappe.in

Dear Team,

Kindly go through the trailing mail and do the needful from your end. Please note that we have not registered the complaint. Please inform us after sharing the quotation to register the same.

Regards,

Nandana

Customer Technical Support Department**Agappe Diagnostics Ltd.**

Agappe Hills, Pattimattom, Ernakulam-683562

From : arungcyrix@gmail.com

May 20, 2024 05:02 PM

[Quoted text hidden]

This message (including any attachments) is intended only for the use of the individual or entity to which it is addressed and may contain information that is non-public, proprietary, privileged, confidential, and exempt from disclosure under applicable law or may constitute as attorney work product. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copying of this communication is strictly-prohibited. If you have received this communication in error, notify us immediately by telephone and (i) destroy this message if a facsimile or (ii) delete this message immediately if this is an electronic communication. Thank you

Arun GC <arungcyrix@gmail.com>

Fri, Jun 21, 2024 at 11:04 AM



11/29/24, 11:28 AM

Gmail - Service Support-Fully Biochemistry analyzer -#106191-0513376-GH Kanjirapally

To: ctsdesk <customersupport@agappe.in>

Cc: unnikrishnan.r@agappe.in, dil.sabu@agappe.in, abijithacyrix@gmail.com, zm1.klbemp@cyrix.in, shon.varghese@agappe.in, arjunucyrix@gmail.com, edison.joy@agappe.in

REMINDER

Arun G C
District Incharge
KLBEMMP, Kottayam,
Cyrix Health Care.

[Quoted text hidden]

ctsdesk <customersupport@agappe.in>

Fri, Jun 21, 2024 at 11:31 AM

To: arungcyrix@gmail.com

Cc: edison.joy@agappe.in, dil.sabu@agappe.in, abijithacyrix@gmail.com, zm1.klbemp@cyrix.in, unnikrishnan.r@agappe.in, shon.varghese@agappe.in, arjunucyrix@gmail.com, servicecorp@agappe.in, service@agappe.in, bintu.lijo@agappe.in

Dear Mr.Arun,

Please check the below highlighted mail and do the needful from your end. As per our records, the equipment is not in our contract.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]





名称 (一般名称) AUTOMATED CLINICAL AN
 移動式ディスクリット方式臨床化学自
 一般医療機器/特定保守管理医療機
 型名 (輸出用名称/販売名) BIOLIS 24i Premium (ビオリス24i)
 型番 (製造番号) 2303981110
 定格電力 (格電圧/消費電力) AC 100V 115V 230V 50/60
 600VA
 製造元 (製造販売元) TOKYO BOEKI MEDICAL SYSTEM LTD.
 569-6 NOBE AKIRUNO-SHI TOKYO JAPAN
 東京貿易メディカルシステム株式会社
 東京都あきる野市野辺 569-6
 許可番号 (許可番号) 13B3X90003000003
 販売元 (販売元) TOKYO BOEKI MACHINERY LTD.
 東京貿易機械株式会社
 製造元 (製造元) HIROSE ELECTRONIC SYSTEM CO
 ヒロセ電子システム株式会社 MADE IN

Handwritten signature
 RMO
 GENERAL HOSPITAL
 KANJIRAPPALLY

